

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category: Telecommunications Systems & Services	Chapter Title: Voice mail/ Interactive Voice Response (IVR) Services	Chapter Number: 0711.0
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Contracted Services

INTRODUCTION

In addition to the TD voice mail services offered to CALDEX users, there are two other voice mail service options. Pacific Bell and General Telephone of California (GTEC), under a contracted service agreement with the Department of General Services, offer voice mail services. In addition, Pacific Bell offers interactive voice response (IVR) services. Voice Mail service allows users to receive messages when they are away from their desk or busy on another call. It also allows messages to be sent to other voice mail users on the system. An IVR system allows state agencies to efficiently provide routine information to their callers, who, through a touch tone telephone, may select various options to retrieve and enter information.

Availability

All state, county, city and eligible local government entities may subscribe to these services at the contracted rates based on availability within the Local Exchange Carrier (LEC) central office from which they receive service.

PACIFIC BELL VOICE MAIL

1. Voice mail — Allows users to send, store and receive voice messages in the user's own voice. "Call forward on busy" and "no answer" features are available with the Series 200 mailbox. The availability of these features on the Series 50 and 100 mailboxes depend on the type of serving central office.

PACIFIC BELL IVR APPLICATIONS

2. Call Router — Allows callers to listen and choose menu options on their touch-tone phones to connect to specified areas of an organization.

3. VoiceForm — Gathers information from callers as an alternative to completing a paper form. Callers respond to a series of pre-recorded questions orally or by pressing touch-tone buttons on the telephone keypad.
4. Packaged Applications — Template-based programs which provide IVR capabilities. Each program prompts the caller to enter a string of digits and then respond according to the program specifications.
5. Custom Applications — These software applications meet the customer's needs when a standard one cannot.
6. Audio Text — An application that furnishes recorded information to a high volume of callers. It automatically provides specific information and answers to frequently asked questions. There is a more interactive version that allows callers to route themselves to selected information or transfer to an employee for assistance.

GTEC'S VOICE MAIL SERVICE

Voice mail — It allows users to send, store and receive voice messages in the user's own voice. Voice mail allows callers to listen and choose menu options on their touch-tone phones to connect to specified areas of an organization. The system will work with "call forward on busy" and "no answer" if these features are ordered.

Rates

Pacific Bell Voice mail has three series types. Monthly rates per mailbox are: Series 50 at \$9.35; Series 100 at \$10.85 and Series 200 from \$8.15-\$41.50, depending on the class of service (COS) ordered. Installation charge is \$10 per box. Pacific Bell IVR rates vary based on the features, applications and port quantities selected. For more information about the availability, various options and associated rates, contact the local Pacific Bell representative.

General Telephone (GTE) Voice mail monthly charge per mailbox is \$4.75. Installation charge is \$2.50 per box. GTE offers enhanced voice mail features. Pager Notification allows the system to immediately dial the user's pager number after receiving a message and costs an additional \$5 monthly per box. The Remote Call Notification feature dials a separate telephone number when the mailbox receives a message. The message is then played when the separate number is answered. This costs an additional \$3 monthly per box. For more information about the availability, various options and associated rates, contact a local GTEC representative.

Ordering Procedures

For Pacific Bell voice mail and IVR services, complete a STD. 20 form, specifying the service requested and send it to the local Pacific Bell representative. For GTEC voice mail, submit a STD 20 form to the local GTEC representative.